

DEPARTMENT OF HEALTH SERVICES
COUNTY OF LOS ANGELES

SUBJECT: **REQUIREMENTS FOR APPROVAL AS A
9-1-1 RECEIVING HOSPITAL**

(HOSPITAL)
REFERENCE NO. 524

PURPOSE: To outline the guidelines to be approved as a 9-1-1 receiving hospital.

AUTHORITY: Health & Safety Code 1797.88, 1798.175(a)(1)(2)

DEFINITIONS:

9-1-1 Receiving Hospital: A licensed, general acute care hospital with a permit for basic or comprehensive emergency medicine service that receives patients with emergency medical conditions from the 9-1-1 system.

PRINCIPLES:

1. Patients who call 9-1-1 receive optimal care when transported to a facility that is staffed, equipped and prepared to administer emergency medical care appropriate to their needs.
2. Emergency departments equipped with the communications required of 9-1-1 receiving facilities drill regularly with other system participants and can communicate effectively during multi-casualty incidents and disasters.

POLICY:

- I. Procedure for Approval to be a 9-1-1 Receiving Hospital
 - A. Submit a written request to the Director of the Emergency Medical Services (EMS) Agency to include:
 1. The rationale for the request to be a 9-1-1 receiving hospital.
 2. A document verifying the hospital has a permit for basic or comprehensive emergency medical service.
 3. The proposed date the emergency department (ED) would open to 9-1-1 traffic.
 - B. Communications
 1. All 9-1-1 EDs in Los Angeles County are required to:
 - a. Have an operational ReddiNet terminal with redundant connectivity via satellite and internet.

EFFECTIVE: 2-15-10
REVISED: 12-01-13
SUPERSEDES: 02-15-10

APPROVED: _____

Director, EMS Agency

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Medical Director, EMS Agency

- b. Collaboration with provider agencies, to provide and maintain a printer capable of printing electronic records received from prehospital care providers, when applicable.
2. It is strongly suggested that the hospital install VMED28 for communication with paramedic providers and the Medical Alert Center during multiple casualty incidents.
3. It is recommended that the facility install a dedicated telephone line to facilitate direct communication with the paramedic base hospitals, 9-1-1 personnel, and the Medical Alert Center.

C. Site Visit

1. Once all required communication systems are installed and hospital staff training on the equipment is complete, the EMS Agency will coordinate a site visit.
2. Administrative and field personnel from local EMS provider agencies will be invited to exchange contact information, participate in the VMED28 and the ReddiNet system tests, and become familiar with the physical layout of the facility.
3. Representatives from the nearest base hospital (Administrative, Medical Director and/or Prehospital Care Coordinator) will provide contact information, explain the role and function of the paramedic base, and discuss how patient information is communicated to the surrounding 9-1-1 receiving hospitals.
4. 9-1-1 receiving hospitals:
 - a. Are encouraged to attend the Regional Meetings to stay current with EMS practice, policy and equipment.
 - b. Should provide updated contact information to the base hospital and the EMS Agency whenever key personnel change to ensure a mechanism for issue resolution.
 - c. Should maintain an accurate list of hospital services and contact information in the ReddiNet for disaster and MCI purposes.
 - d. Should have a mechanism agreed upon by receiving hospitals and specialty centers for transferring patients needing a higher level of care, consistent with Title XXII and EMTALA regulations.
5. EMS Agency role at the site visit:
 - a. Conduct ReddiNet drills and VMED28 tests
 - b. Explain the role of the MAC and provide contact information
 - c. Discuss disaster preparedness activities
 - d. Review the Prehospital Care Policy Manual, Medical Control Guidelines, Standing Field Treatment Protocols and other relevant materials:
 - (1) Ref. No. 502, Patient Destination

- (2) Ref. No. 503, Guidelines for Hospitals Requesting
 Diversion of ALS Patients
- (3) Ref. No. 620.1, Notification of Personnel Change
- (4) EMS Agency staff contacts
- (5) Base hospital/receiving hospital contacts
- (6) EMS Agency meeting calendar
- (7) EMS Regional Meeting calendar and information
- (8) Situation Report/Problem resolution
- (9) EmergiPress Newsletter

CROSS REFERENCES:

Prehospital Care Manual:

Reference No. 304, **Role of the Base Hospital**